

C hief Executive's Report 2015/16

We entered this year half way through our 25th Anniversary year and had a host of Challenge 25 events lined up. Overall support was good with most initiatives receiving support from both businesses and the community: from garden parties and sponsored slimming to sky diving and the Great South Run both of which proved the most popular each exceeding 25.

Challenge 25 sat alongside our usual fundraising events which again were very well supported:

Annual Burns Night
Curry and Quiz
Cowdray Park Golf Day
Family Fun Day
Silver and Sparkle 25th Anniversary Ball
Zipwire at North Harbour – involving support, staff and attendees alike

It is important for the centre to have a broad variety of events to ensure the opportunity exists for anyone to engage on a level which suits them. This benefits not only the fundraising income but also the continued awareness of the service with parents and adults, medical and education professionals.

2015/2016 was the first year of our 3 year strategy running to 2018. The Centre team and Board have a clear vision of where we would like to take the service and have identified key goals to achieve over a 3 year period working towards this. A key focus for 2015/2016 was to implement the staff structure that would enable us to further increase both our adult and children's service, increase our known income (thus providing greater financial stability) and maximising on the crisis and 25th anniversary raised awareness to support both the service and fundraising income.

Having launched the 100 Club corporate regular giving scheme with the support of 14 local businesses we now have 27 members all of whom are committed to helping increase numbers further – by June 2016 the club had raised £36,000. We are generously supported by a wide variety of companies from privately owned heating companies and property development to insurance, regional law firms and organisations such as Southern Water and Heart/Global Radio. The Fundraising team and I have continued to maximise on the raised awareness caused by the appeal in 2014 and feel that during this year we continued to place ourselves firmly on the radar.

The 100 Club held its first annual fundraising day for the centre at Fontwell Racecourse in June at which we announced the forthcoming launch of our Helping Hand Fund – a vital way to provide help to any attendees whose personal circumstances would not enable them to pay our reduced session costs. We were delighted that one of the guests generously donated £5,000 immediately enabling us to confidently plan the launch in August. The charity's policy is to never refuse any individual sessions even if there is a known inability to pay – this Fund will play a vital part in supporting that lost income through a means tested process.

We launched a Free Will Scheme in March with the support of 7 law firms in the South to whom we are incredibly grateful:

Eric Robinson Solicitors
Larcomes LLP Solicitors
Lawcomm Solicitors
Moore Blatch Solicitors
Paris Smith LLP
Verisona Law
The Waring Partnership

To date 12 wills have been drawn under the scheme noting The Rainbow Centre as a beneficiary. We appreciate that any legacy may not be received for many years to come but this is an important part of a charity's income which in future years can allow reserves to be topped up or projects to be undertaken.

On this note, I would like to make special mention of a significant legacy from one of our adult participants who sadly passed away in December 2015. In an incredible gesture we were gifted half of her estate and whilst we knew we would not receive the gift until the early part of the following financial year, it was in that knowledge that we were able to proceed with a key part of our staff plan in recruiting a permanent member of the team to manage fundraising and take responsibility for corporate engagement/income. Also challenge events are a growing area for charity fundraising and again in the knowledge of Kati's legacy we were able to recruit the fifth member of our fundraising team ready for 2016/2017.

Since 2013 we had been supported by Naked Fundraising in the capacity of Interim Fundraising Manager/Corporate Fundraiser 3 days a week. The team and I had learned much during our time with them but by the very term interim, the Board and I knew that for the team to continue to grow and develop we needed a permanent member of the team with a presence 5 days a week both on management and corporate fundraising. With that step there will always be a period of adjustment and a potential dip in income generation so it is easy to put that step off, however, we took the decision to recruit knowing that the legacy would be coming and would help to buffer the transition period. In January 2016 Lucy Rummig joined the team as our permanent Fundraising Manager/Corporate Fundraiser.

As the academic year drew to a close we held our inaugural "Volunteer and Staff Recognition Day". The Rainbow Centre has been blessed to have the support of many volunteers without whom the charity could not run. They support us across shops, service, fundraising, maintenance and office/administration. In this year we had 64 volunteers who gave a total of 220 hours a week – if we consider the minimum salary this equates to an approximate saving of £82,555 across the year – on behalf of the Board, my team and all our parents/children and adults we give our grateful thanks for this incredible gift.

Lara Bull
Chief Executive

C hairman`s Report 2015/16

The period covered by this report (1st July 2015 to 30th June 2016) was a year of many highlights and a year in which we prepared the way to embark upon a growth strategy for The Rainbow Centre.

The undoubted high point of the year was our Ofsted Inspection which rated us as OUTSTANDING. This was a wonderful result and demonstrates the quality of the vital service which we provide and the calibre and professionalism of our whole service delivery team. An Ofsted inspection is an independent, external, highly professional audit of our activities and I would like to congratulate all those involved in achieving this highly prestigious recognition of how we manage ourselves and help our children.

From a business perspective, our total income for the year was £705k whilst our expenses were £790k. This meant that for the financial year in question we experienced an £85k shortfall. This was an entirely planned situation fully in line with our published three-year plan for the Rainbow Centre. Because the Rainbow Centre was in such a strong cash situation at the beginning of the year the Board of Trustees took some Strategic decisions to lay more foundations to enhance the Centre and get it prepared to meet our ambitious growth targets.

Of note in this regard were:

- 1) The appointment of an additional Conductor into our Service Delivery Team. This will increase our capacity to help more children and adults – by demonstration, between the previous financial year and 2015/2016 we have increased the number of adults we are supporting by 11 and the extra headcount will have contributed to that growth.
- 2) The important decision to bring the Fundraising Manager`s role in-house on a full-time basis. Up until this time the Rainbow Centre utilised a part-time external resource which performed very well for us. However, the Board of Trustees concluded that the option to bring this key resource in-house would have significant long term benefits not least of which being that we now have a full time member of staff, for the same cost as before, providing a constant presence on both corporate fundraising and management of the team. This in turn impacts positively on the stability, ownership and the ongoing development of the Fundraising team and the management structure of the Centre.

The above are the biggest contributors to the shortfall though other areas will include the fact that we had three events adversely impacted owing to being let down by suppliers and a Trust which gave us a £20k regular annual income to support disadvantaged families was wound up.

Bringing the Fundraising Manager`s role in-house and further restructuring and recruitment within the Fundraising team, taking affect from July 2016 to coincide with the start of our next financial year, will provide us with 9 additional man-days per week within this team. It is intended that this significant increase in resources will allow increased revenue generation and safeguard income streams moving forwards.

Risk Management

The Rainbow Centre essentially receives no Government financial support (just 0.1% of all income). This means that all our funds must be generated in the Private Sector and from individual donations. It is important therefore to have a variety of income streams. We are striving to increase our sustainable income

via Fees, Shops, Regular Giving, and an initiative whereby we request organisations for donations on a Monthly basis.

I would like to categorically state that the Rainbow Centre has never and will never embark upon some of the questionable practices that some Charities have used to extricate funding, and the Rainbow Centre will continue to make decisions based on ethical standards and act with integrity at all times.

The Board

There were no changes to the members of the Board of Trustees during the 2015/6 financial year. I am particularly pleased about the commitment of the Board who have a wide breadth of expertise and operate at senior levels within their respective fields. We are well represented at Legal, Finance, HR, Business, and Parent Trustees. We still however are looking to develop the Board to continually improve the organisation.

The Organisation

During 2015/16 we supported 53 children and young people with cerebral palsy and other motor disorders. We provided 635 group sessions and 53 individual sessions. As a part of our early Intervention Unit we ran School for Parents sessions for those children under the age of three. We also ran sessions in our Special Needs Nursery 5 days a week as well as School Booster sessions designed for children of early school age. In 2015/16 we increased the number of adults being supported to 55. We also increased the number of adult sessions in that we were able to run: 4 stroke groups, 7 Parkinson's groups and 3 MS groups per fortnight. Additionally, we run 2 adult cerebral palsy groups per month. Over the course of the year we provided a total of 296 group sessions and 70 individual sessions.

Between the children and adults, we ran 1054 sessions during the year and had a 16% increase in the number of service users that we helped throughout the year.

We simply would not be able to function were it not for our Volunteers. We recently held a recognition day for our 64 volunteers. This was an opportunity to thank this hardworking, selfless group of people which we simply couldn't do without. I would like to thank them for their tremendous efforts.

Our Vision

To be recognised as a UK Centre of Excellence, helping people with neurological conditions across our region at all key stages of their life.

Our Mission

We transform the lives of people who have a neurological condition enabling them to become as independent as possible so that they and their families can enjoy life to the full.

Our Values

Caring, Teamwork, Excellence, Enabling and Inspiring

Summary

The long-lasting memory for the Rainbow Centre this year will be the successful Ofsted inspection resulting in the OUTSTANDING classification. This external assessment gives us a measure of the professional effectiveness of our staff and of how we go about our business.

The Rainbow Centre continues to be in a sound financial situation despite the planned increase in operating costs in the year. We finished the year with a total 2.8 months of reserve (restricted and unrestricted funding). That said we are completely focussed on ensuring that our strategic plan delivers the investment which we are putting into the Centre. We are striving to improve our regular sustainable income.

Acknowledgements

Special thanks are due to Taylorcocks for the professionalism and support preparing these accounts.

Treasurers Report

2015/16

I report on the financial position as at 30 June 2016, much of which has already been covered extensively in the Chairman's Report.

The year under review has seen the Centre commit to an increased cost structure closely allied expanding the Centre's capacity to deliver its charitable services.

As with many organisations when a decision is taken to "grow" income streams will lag behind the commitment to spend. With a charity such as the Rainbow Centre this is doubly difficult in that our revenue streams are achieved through voluntary donation of funds, funds from events, application for charitable grants, our shops and income derived from the delivery of our services. Our income in the year to June 2016 took a dip at the very time we were committed to expansion of the service offering.

In conjunction with the desire to grow the service capacity steps have been taken to increase income streams in order to bring income and expenditure back to a more acceptable position over the short to medium term.

The decision to proceed with the expansion plan was in no small way assisted by the knowledge in late 2015 that the Centre was to benefit from a substantial legacy which has been received in the 2016-2017 year.

Despite the deficit for the year under review the Centre's finances are acceptable as at the year end and the current year to date has seen a substantial improvement in the Centre's cash reserves

J R Natt

Treasurer